

BUREAU OF CONSULAR AFFAIRS

U.S. Department of State



Who We Are and What We Do: Consular Affairs by the Numbers

The mission of the **Bureau of Consular Affairs (CA)** is to protect the lives and interests of U.S. citizens overseas and to strengthen U.S. border security through the vigilant adjudication of U.S. passports and visas.

Overseas Citizens Services - Our Priority is to Help U.S. Citizens

The Department estimates that 6.8 million U.S. citizens live abroad and over 65 million U.S. citizens travel abroad annually.

- **Emergency Services:** Births, Deaths, Welfare/Whereabouts Inquiries, Illness/Injury, and Prison Visits. In FY 2012, we conducted 9,239 Prison Visits, registered 64,991 overseas births to U.S. parents, assisted the families of 10,952 U.S. citizens who died while abroad, handled more than 24,000 Welfare/Whereabouts Inquiries, and issued 37,741 emergency passports.
- **Children's Issues – Adoptions:** In FY 2012, there were 8,668 intercountry adoptions (including 99 U.S. children adopted by foreign families); see *adoption.state.gov* for country-by-country statistics, alerts, & notices.
- **Children's Issues – International Parental Child Abductions:** In CY 2012, there were 1,144 children who were reported abducted from the United States, and more than 510 children who were reported returned. In CY 2012, there were 473 children who were reported abducted to the United States.
- **Toll free Number:** OCS Call Center: 1-888-407-4747 (overseas: 202-501-4444).
- **Website:** Visit *travel.state.gov* for Travel Warnings, Travel Alerts, and Country Specific Information to help U.S. citizens travel abroad safely; *studentsabroad.state.gov* provides information for young travelers.

Passport Services - World's Premier Travel Document

There are 23 domestic passport agencies, three processing centers, two printing facilities, and more than 8,400 passport application acceptance facilities nationwide.

- **Passports and passport cards issued:** In FY 2012, we issued 13.1 million passports and passport cards. Since FY 2007, we have issued 89.2 million passports and passport cards.
- **Passport cards issued to date:** More than six million (as of December 2012).
- **Passports in circulation:** Nearly 114 million valid U.S. passports are in circulation – about 37 percent of U.S. citizens have a passport (compared to 14 million in circulation in 1991).
- **Passport cards:** Entrance via land and sea from Canada, Mexico, the Caribbean, and Bermuda.
- **Toll free Number:** 1-877-4USAPPT (1-877-487-2778); TTY/TDD 1-888-874-7793.

Fraud Prevention in Citizenship and Visa Services

- **Fraud Alerts posted on FPP's website:** 195 fraud alerts were posted in FY 2012.
- **Fraud cases referred to Fraud Prevention Units domestically and overseas:** In FY 2012, more than 160,000 cases were referred.

Visa Services - Promoting Security, Welcoming the World

- **Visa Waiver Participants:** 37 countries (see *travel.state.gov* for latest information).
- **Visa Adjudicating Posts:** Over 220, each with its own post-specific website.
- **NIV applicants and issuances:** In FY 2012, we processed 10.3 million non-immigrant visa applications and issued 8.9 million visas, including 497,044 student

and 313,424 exchange visitor visas – 44.6% more students and exchange visitors than before 9/11 (810,468 FY 2012 vs. 560,502 FY 2001). *The Department of Commerce estimates that international travelers contribute over \$152 billion to the U.S. economy. According to Open Doors, international students contributed over \$22.7 billion to the U.S. economy in 2011.*

- **Immigrant Visas Issued:** In FY 2012, we issued 481,172 immigrant visas.
- **Security:** Visa applicants are screened in cooperation with interagency partners; fingerprint and facial recognition checks are also conducted.
- **Diversity Visa Lottery (eDV) entrants:** 14.6 million people entered the DV 2014 lottery (includes family members). Up to 50,000 Diversity Visas may be issued in FY 2014.

Additional CA Facts

- **Website and Social Media:** *travel.state.gov* – In FY 2012, there were 63.7 million unique visitors to our website. As of January 2013 @TravelGov had 289,000 Twitter followers and Facebook.com/TravelGov had more than 40,000 “likes.”
- **Smart Traveler App has over 600,000 downloads.** This app provides country specific information and travel advice for iPhone users. This popular app has a user rating of 4 out of 5 stars.
- **More than 11,000 direct hire and contract employees in 300 offices worldwide.**
- **Consular fees retained:** In FY 2012, the Bureau of Consular Affairs generated approximately \$3.14 billion in consular fee revenue, of which 78% (\$2.45 billion) was retained by the Department of State and shared among its regional and functional bureaus. **CA is almost entirely fee funded.**

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WEB: travel.state.gov

FACEBOOK: [facebook.com/travelgov](https://www.facebook.com/travelgov)

TWITTER: [travelgov](https://twitter.com/travelgov)

Scan to access
travel.state.gov

